

Amendment to the Specification

Please replace the paragraph starting on page 8, line 24, with the following corrected paragraph:

1 Assume that a matrix $T_{\text{availresources},3}$, where availresources is the number
2 of resources 104 in the system waiting to service work items 100,
3 represents each resource's activity during the current login session by $T_{n,1}$
4 = time in seconds since becoming available, $T_{n,2}$ = percent of logged-in
5 time not spent serving work items 100 (serving time being the work items'
6 handling time and the work items' associated after-call work), and $T_{n,3}$ = a
7 measure of how much serving of the available work item 100 would move
8 this resource toward its goal (See section on Calculating and Setting
9 Resource Goals.) Other and/or additional treatment metrics may be used,
10 as desired.

Please replace the paragraph starting on page 20, line 19, with the following corrected paragraph:

1 Each classification 300 includes a qualifying weights for
2 resource fairness values (QWRFV) vector 308. The values, for resource
3 n , of $TW_{n,m}$ must be filled in for fairness values one through three ($1 \leq m$
4 ≤ 3 .) $TW_{n,1}$ is the weight to be given to the time since resource n has
5 become available (~~or is it the idle time?~~), $TW_{n,2}$ is the weight to be given to
6 the percentage of time that resource n has not spent handling work
7 items 100, TW_n is the weight to be given to how much the processing of
8 the current work item 100 would move resource 104 toward its service
9 objective. Although the values of TW can be anything, it is most
10 appropriate to imagine that $\sum_{i=1}^{i=3} TW_{n,i} = 1$ for a *percentage weight* of each
11 of the values for some resource n . In the simple default case, it is
12 expected that a work item 100 will have only one set of TW values in
13 common for all resources 104.